

Health Tradition

A Mayo Health System Choice in Wisconsin

PO Box 188
La Crosse, WI 54602-0188
Phone 1-608-781-9692
Toll-Free 1-888-459-3020

Type of Plan Health Maintenance Organization
Total Number of Members 28,423
Years of Operating Experience 17
Total Number of Primary Care Physicians (PCPs)..... 380
Percentage of PCPs Accepting New Patients..... 90%
Percentage of Board Certified Specialty Care Physicians 91%
Number of Hospitals Affiliated with Plan 15
Number of Urgent Care Facilities..... 15
Number of Dentists Provider of Your Choice
Percentage of Dentists Accepting New Patients Not Applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements

A member may make a direct appointment with any in-network Plan provider, primary care or specialist, without a referral. You must obtain a written referral and receive the plan's authorization before you visit an out-of-network provider. You and the provider you are being referred to will receive a confirmation of the approved referral for your records. In certain instances, the care may be limited to specific type, frequency or range of dates.

Medicare Claims Procedure

This plan's Medicare claim payment system is fully automated for most services; thus no enrollee involvement is required after the submission of the initial claim to Medicare.

Prescription Drug Policy

The Plan uses a drug formulary with over 1,250 drugs and a national pharmacy network of more than 50,000 pharmacies. If you have a prescription for a drug that is on the formulary and covered under the Plan, you pay appropriate copayment. Drugs not listed on the formulary require prior authorization from the Plan or they will not be covered. If you have a question about whether a drug is on the formulary contact Customer Service at 1-877-832-1823.

Dispensing Policy

Prescriptions are dispensed in a maximum 30-day supply for the appropriate brand or generic copayment. In most cases prescription drugs are dispensed in a 30-day supply, however some drugs including oral contraceptives, may be dispensed in a three-month supply for three copayments.

Mail Order

The Plan does not have a mail-order prescription service.

Disposable Diabetic Supplies Procedure

Disposable Supplies do not require Prior Authorization and may be purchased from an In-Network Healthcare Provider or Out-of-Network Healthcare Provider. You will be responsible for the 20% coinsurance at the time of purchase.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Covered services provided by a participating network provider are covered at the levels described in your schedule of benefits. All mental health and substance abuse services must be provided by a network provider. The participating network provider will seek pre-certification of services on your behalf. If you need assistance in selecting a network provider, please contact 1-877-832-1823.
24-Hour Nurse Line	Ask Mayo Clinic 1-877-817-0936 (toll free)
PCP Restrictions	It is not required that you choose a primary care provider to receive covered benefits, however the Plan encourages you to choose a provider and visit him or her for your routine care.
Dental Benefits If Provided	<p>The Plan has an open dental network to allow members to go anywhere for their dental services. We will also have our Preferred Dental network available. In our Preferred Dental Network the member will not be responsible for charges in excess of the Usual and Customary Charges. In our open Dental Network coverage is limited to the Usual and Customary Charges. We encourage members to continue to see those providers with whom they already have a relationship.</p> <p>Preventive & Diagnostic - No deductible, 100% coverage. Primary (basic) Service - No deductible, 80% coverage Maximum Benefit - up to \$500 per person per year.</p>
Quality Improvements Initiative	<ul style="list-style-type: none"> • Provide 24-hour access to reliable health information through the <i>Ask Mayo Clinic</i> nurse telephone line to assist in helping decide the right level of care for illness or injury. • Promote healthy living programs for smokers through the <i>Mayo Clinic Tobacco Quitline Program</i>, which provides information and support for tobacco-free living.

Counties in Service Area	Hospitals in County	Major Providers in County *
Crawford	Prairie du Chien Memorial Hospital	*FSH - Prairie du Chien Clinic Kickapoo Valley Medical Clinic
Jackson	Black River Memorial Hospital	Krohn Clinic, Ltd.
La Crosse	Franciscan Skemp Healthcare La Crosse Medical Center	*FSH - La Crosse Clinic *FSH - Holmen Clinic *FSH - Onalaska Clinic *FSH - West Salem Clinic
Monroe	Franciscan Skemp Healthcare Sparta Medical Center Tomah Memorial Hospital	*FSH - Sparta Clinic Scenic Bluffs Community Health Center *FSH - Lake Tomah Clinic
Trempealeau	Franciscan Skemp Healthcare Arcadia Medical Center Osseo Area Medical Center - Hospital	*FSH - Arcadia Clinic *FSH - Galesville Clinic Midelfort Clinic - Osseo Branch
Vernon	St. Joseph's Memorial Hospital Vernon Memorial Hospital	St. Joseph's Clinic LaFarge Clinic Hirsch Clinic Bland Clinic
Juneau	Hess Memorial Hospital	Elroy Family Medical Center Mile Bluff Clinic, LLP Necedah Family Medical Center New Lisbon Community Clinic

* FSH - Franciscan Skemp Healthcare.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.